

VOTE: 137

National Identification and Registration Authority (NIRA)

V1: VOTE OVERVIEW

i) Vote Strategic Objectives

1. To enhance efficiency in the delivery of registration and identification services in order to achieve universal coverage in the country
2. To enhance the credibility of the National Identification Register through continuous update
3. To augment preservation, protection and security of data in the NIR
4. Increase access and use of information in the NIR for enhanced authentication and verification services
5. To increase usage of the NID for the advancement of the economic, political and social activities of the country
6. To increase access and coverage of civil registration Services (Birth, adoption order and death Registration)
7. To improve efficiency and effectiveness in generation of information from NIR and BDAR registries to support decision making
8. To improve efficiency and effectiveness in the provision of services by the Authority
9. To promote research, development and continuous institutional learning

ii) Snapshot of Medium Term Budget Allocations

Table V1.1 Overview of Vote Medium Term Allocations (Ush Billion)

Billion Uganda Shillings	FY2022/23		FY2023/24	MTEF Budget Projections			
	Approved Budget	Spent by End Sep	Proposed Budget	2024/25	2025/26	2026/27	2027/28
Recurrent Wage	20.335	4.529	20.335	21.352	23.487	25.835	25.835
Non Wage	36.131	2.001	36.401	37.129	44.555	60.149	60.149
Dev. GoU	4.420	0.000	3.000	3.000	3.600	5.040	5.040
ExtFin	0.000	0.000	0.000	0.000	0.000	0.000	0.000
GoU Total	60.886	6.530	59.736	61.481	71.642	91.025	91.025
Total GoU+Ext Fin (MTEF)	60.886	6.530	59.736	61.481	71.642	91.025	91.025
A.I.A Total	0.000	0	0	0.000	0.000	0.000	0.000
Grand Total	60.886	6.530	59.736	61.481	71.642	91.025	91.025

Table V1.2: Medium Term Projections by Programme and Sub-Subprogramme

Billion Uganda Shillings	FY2022/23		2023/24	MTEF Budget Projection			
	Approved Budget	Spent by End Sep	Proposed Budget	2024/25	2025/26	2026/27	2027/28
14 PUBLIC SECTOR TRANSFORMATION							
01 Identification and	0.000	0.000	0.270	0.275	0.330	0.446	0.446

V2: MEDIUM TERM BUDGET ALLOCATIONS BY DEPARTMENT AND PROJECT

Billion Uganda Shillings	FY2022/23		2023/24	MTEF Budget Projection			
	Approved Budget	Spent by End Sep	Proposed Budget	2024/25	2025/26	2026/27	2027/28
Programme: 14 PUBLIC SECTOR TRANSFORMATION							
Sub-SubProgramme: 01 Identification and Registration Services							
Recurrent							
001 Identification & Registration Services	0.000	0.000	0.270	0.275	0.330	0.446	0.446
Total for the Sub-SubProgramme	0.000	0.000	0.270	0.275	0.330	0.446	0.446
Sub-SubProgramme: 02 Policy, Planning and Support Services							
Total for the Sub-SubProgramme	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Total for the Programme	0.000	0.000	0.270	0.275	0.330	0.446	0.446
Programme: 16 GOVERNANCE AND SECURITY							
Sub-SubProgramme: 01 Identification and Registration Services							
Recurrent							
001 Identification & Registration Services	30.619	4.133	27.265	28.635	28.635	33.065	33.065
Total for the Sub-SubProgramme	30.619	4.133	27.265	28.635	28.635	33.065	33.065
Sub-SubProgramme: 02 Policy, Planning and Support Services							

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Recurrent							
001 Finance & Administration services	25.847	2.397	29.201	29.570	39.076	52.473	52.473
Development							
1667 Retooling the National Identification and Registration Authority	4.420	0.000	3.000	3.000	3.600	5.040	5.040
Total for the Sub-SubProgramme	30.267	2.397	32.201	32.570	42.676	57.513	57.513
Total for the Programme	86.933	6.530	59.466	61.205	71.311	90.578	90.578
Programme: 18 DEVELOPMENT PLAN IMPLEMENTATION							
Sub-SubProgramme: 02 Policy, Planning and Support Services							
Total for the Sub-SubProgramme	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Total for the Vote: 137	60.886	6.530	59.736	61.481	71.642	91.025	91.025

V3: VOTE MEDIUM TERM PLANS

Planned Outputs for FY2023/24 and Medium Term Plans

FY2022/23		FY2023/24	
Plan	BFP Performance	Plan	MEDIUM TERM PLANS
Programme Intervention: 140201 Design and implement electronic citizen (e-citizen) system			
	Authentication and Verification of records relating to identification of persons in the National Identification Register through access and use of information in the NIR, through the Third Party Interface and manually	Enable sharing of information in the National Identification Register, NIR with all Ministries, Departments and Agencies of Government and Private Sector institutions for Authentication and Verification services through the Third Party Interface, TPI	Ensure that all citizens and legally resident aliens are registered and the National Identification Register is fully populated to enable e-citizen service across government.
Programme Intervention: 160505 Strengthen citizenship identification, registration, preservation and control			

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1. Registration of 1,280,000 births 2. Registration of 340,000 deaths 3. Register 100 adoption orders 4. Issue 128,000 birth certificates 5. Issue 34,000 death certificates	1) 257,306 records in data processing handled 2) 12 accessing information through the TPI	1) Maintain ICT systems (Hardware and Software) 2) Undertake capacity building 3) Maintain and enhance security systems to ensure security of the NIR 4) Ensure annual license support subscription and availability of fees for information sharing	1) Maintenance of ICT systems (Hardware and Software) that support and enhance the delivery of registration and Identification services 2) Support for capacity gap to ensure continuous updates 3) Maintenance and enhancement of security systems to ensure security of the NIR 4) Ensure annual license support subscription and availability of fees for information sharing
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Programme Intervention: 160601 Coordinate programme planning, budgeting, M&E and policy development

	1) Held 7 budget conferences 2) Prepared the Budget Estimates, workplans and procurement plans 3) Prepared and submitted the Integrated Workplan 4) Conducted quarterly Monitoring & Evaluation	1) Hold Regional and National Budget conferences to produce the Budget Framework Paper FY2024/25 2) Prepare and submit Budget Estimates & Workplan FY 2024/25 3) Undertake quarterly Monitoring & Evaluation 4) Conduct RIA on the National CRVS Policy 5) Conduct research in identity and civil registration management	1) Develop the National CRVS Policy 2) Undertake Quarterly Monitoring & Evaluation 3) Undertake planning & Budgeting 4) Conduct research
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Programme Intervention: 160605 Undertake financing and administration of programme services

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1. Systems integration and automation of NIRA business process to provide online services 2. Purchase of Specialized Machinery and Equipment - 111 new registration kits 3. Acquisition of ICT Equipment - Software, licenses and desk computers 4. General administration and oversight of NIRA operations	1) Paid contracts for cleaning services 2) Paid rent for both Districts and Headquarters 3) Paid utilities (Water & Electricity) 4) Paid for guard and security services (40 Military Police & 234 UPF Personnel) 5) Staff welfare managed 6) Stakeholder engagements conducted on NIRA services 7) Annual Procurement plan developed and consolidated 8) Contracts committee meetings held 9) Board Affairs managed 10) 1,886 changes of particulars handled 11) 1,192 CV Appeal cases cleared 12) Trained 8 staff in different fields 13) Internal Audit undertaken 14) 11 MoUs for access and use of information to MDAs and private entities drafted and signed 15) A total of 1,192 appeal applications cleared 16) 246 cases fully investigated and taken to Resident State Attorney for legal advice 17) 234 cases closed on the advise of the RSA 18) 12 cases returned from RSA for further inquiries 19) Processed payroll on time	1) Maintain contracts for cleaning services 2) Payment of Utilities (Water and Electricity) 3) Payment of Rent for both districts & Headquarter 4) Strengthen Guard & Security services 5) Enhance Staff welfare 6) Maintain Machinery & office equipment 7) Undertake Procurements 8) Undertake Internal Audit 9) Manage Board Affairs 10) Undertake Legal and Advisory services 11) Conduct Stakeholder engagements on Mass Renewal & Enrolment of National IDs 12) Process payroll on time 13) Build capacity of staff	1) Contracts for maintenance and cleaning services 2) Utilities (Water and Electricity) paid 3) Rent for both districts & Head quarter paid 4) Guard & Security services strengthened 5) Staff welfare enhanced 6) Machinery & office equipment maintained 7) Procurements undertaken 8) Internal Audit undertaken 9) Board Affairs managed 10) Legal and Advisory services undertaken 11) Stakeholder engagements on NIRA services conducted 12) Staff trained in different fields 13) Payroll processed on time
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1. Registration of 1,000,000 million citizens 2. Registration of 300 persons in the diaspora 3. Registration of 60,000 legally resident Aliens and issue Alien ID Cards 4. Issuance of 438,000 National ID cards to eligible citizens	1) Identified, registered and assigned NINS to 65,444. Of these, 31,643 are males and 33,801 are females 2) Printed 78,061 NID cards (42,356 males & 35,705 females) 3) Issued 95,207 NID cards (51,658 males and 43,549 females) to eligible citizens ie 16 years and above. 4) Registered 159,216 births. Of these, 62,852 are males & 96,364 are females. 5) Registered 4,809 deaths (2,859 males & 1,950 were females) 6) Certified 15,165 births 7) Certified 2,272 deaths	Targeted registration of persons in special interest groups (persons in confinement, persons with disabilities, elderly for SAGE, children born in war and students in S1 and S.2 as well as pupils in P1 for continuous assessment by Ministry of Education and Sports), Specifically. 1) Identify, register and assign NINS to 597,168 citizens (292,612 males & 304,556 females) in the special interest groups above 2) Issue 500,000 NID cards 3) Register 300 people living in the Diaspora 4) Register and issue of 30,000 Alien ID cards	1) Mass registration of the remaining 17.2 million unregistered citizens 2) Mass Renewal of 15.8 million Identity cards due to expire in 2024 & 2025 3) Increasing birth registration in health centers targeting all births in the year of occurrence 4) Registration of special groups including; persons in confinement, children born in war, persons with disabilities and older persons for Social Assistance Grant for Empowerment. 5) Registration of students for continuous assessments (S.1, S.2 & P.1). 6) Strengthen awareness, partnerships and collaborations in service delivery 7) Registration of Civil Marriages 8) Acquisition of NIRA Home 9) Implementation of Business Continuity/Disaster Recovery Solution 10) Registration of all deaths in the year of occurrence
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Programme Intervention: 180110 Fast track the implementation of the integrated identification solution linking taxation and service delivery (e-citizen).

	Ensure that all citizens and legally resident aliens are registered and the National Identification Register is fully populated to enable full integration with government systems including the taxation system. Focus will be the registration of all the projected unregistered 17.2m Citizens, acquisition of an integrated National Identification and Civil Registration System, renewal and upgrade of 15.8m National Identification cards due to expire in 2024 & 2025	Ensure that all citizens and legally resident aliens are registered and the National Identification Register is fully populated to enable full integration with government systems including the taxation system.	Maintain, update and secure the National Identification Register
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Programme Intervention: 180505 Enhance the compilation, management and use of Administrative data among the MDAs and LGs;			
	1. Generation of a Budget Framework Paper for FY2024/25 2. Moniroting and Evaluation Reports that will guide planning and implemtation of annual work plans and strategic plan 3. Research report aimed at improving innovations in service delivery	Strengthen Planning through holding consultative budget conference, monitoring and evaluation of registration activities throughout the country and conducting research aimed at increasing innovations in service delivery in identity management and provision of civil registration services	Build capacity of staff in collection and management of data relating to identification, birth and death registration especially so to create demand and use of this information for institutional and national planning to ensure demand and use of civil registration data for generation of national vital statistics

V4: Highlights of Vote Projected Performance

Table V4.1: Budget Outputs and Indicators

Programme:	14 PUBLIC SECTOR TRANSFORMATION					
Sub SubProgramme:	01 Identification and Registration Services					
Department:	001 Identification & Registration Services					
Budget Output:	000019 ICT Services					
PIAP Output:	Popularized, operationalized and enhanced e-Citizens portal					
Programme Intervention:	140201 Design and implement electronic citizen (e-citizen) system					
Indicator Name	Indicator Measure	Base Year	Base Level	FY2022/23		FY2023/24
				Target	Q1 Performance	Proposed
Number of public services offered online and accessed through e-citizens portal	Number	2021-22	43			67
Programme:	16 GOVERNANCE AND SECURITY					
Sub SubProgramme:	01 Identification and Registration Services					
Department:	001 Identification & Registration Services					
Budget Output:	000019 ICT Services					
PIAP Output:	Strengthen Institutional Capacity of NIRA to deliver Identification Service					
Programme Intervention:	160712 Strengthen identification and registration of persons' services					
Indicator Name	Indicator Measure	Base Year	Base Level	FY2022/23		FY2023/24
				Target	Q1 Performance	Proposed
Number of systems integrated	Number	FY 2020/21	2	1	1	2

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Sub SubProgramme:	01 Identification and Registration Services					
Budget Output:	460030 Registration Services					
PIAP Output:	All Births registered					
Programme Intervention:	160505 Strengthen citizenship identification, registration, preservation and control					
Indicator Name	Indicator Measure	Base Year	Base Level	FY2022/23		FY2023/24
				Target	Q1 Performance	Proposed
% of births registered in the year of occurrence	Percentage	2020/21	1,280,000	65%	34%	65%
PIAP Output:	All Deaths registered					
Programme Intervention:	160505 Strengthen citizenship identification, registration, preservation and control					
Indicator Name	Indicator Measure	Base Year	Base Level	FY2022/23		FY2023/24
				Target	Q1 Performance	Proposed
% of deaths registered in the year of occurrence	Percentage	2020/21	340,000	40%	40%	40%
Budget Output:	460104 Identification and Issuance					
PIAP Output:	Citizens in the National Identification Register; Aliens in the Alien register; Eligible citizens with National IDs					
Programme Intervention:	160712 Strengthen identification and registration of persons' services					
Indicator Name	Indicator Measure	Base Year	Base Level	FY2022/23		FY2023/24
				Target	Q1 Performance	Proposed
% of Citizens identified, registered and assigned NINs	Percentage	2020/2021	72%	65%	65%	80%
% of eligible citizens issued with National IDs	Percentage	2020/2021	60.5	87%	65%	80%
Sub SubProgramme:	02 Policy, Planning and Support Services					
Department:	001 Finance & Administration services					
Budget Output:	000001 Audit and Risk Management					

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Sub SubProgramme:		02 Policy, Planning and Support Services				
PIAP Output:		Internal Audit strengthened				
Programme Intervention:		160605 Undertake financing and administration of programme services				
Indicator Name	Indicator Measure	Base Year	Base Level	FY2022/23		FY2023/24
				Target	Q1 Performance	Proposed
No. of inetrnal audit reports produced	Number	FY2020/21	4	1	1	4
Number of internal audit reports produced	Number	FY 2020/21	4	1	1	4
Whether audit function strengthened	Text	FY 2020/21	Continuous professional development of Audit staff	Yes	Yes	ICPAU and IIA subscriptions
PIAP Output:		Internal audit undertaken				
Programme Intervention:		160605 Undertake financing and administration of programme services				
Indicator Name	Indicator Measure	Base Year	Base Level	FY2022/23		FY2023/24
				Target	Q1 Performance	Proposed
No of Internal Audit reports	Number	2021-22	4			4
Budget Output:		000004 Finance and Accounting				
PIAP Output:		Finance and Administration managed				
Programme Intervention:		160605 Undertake financing and administration of programme services				
Indicator Name	Indicator Measure	Base Year	Base Level	FY2022/23		FY2023/24
				Target	Q1 Performance	Proposed
Funds disbursed to different units	Text	2021-22	Funds are disbursed for all activities planned for which funds have been released	Yes	Yes	All departments get funds disbursed in time for proper execution and reporting
Budget Output:		000005 Human Resource Management				

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Sub SubProgramme:		02 Policy, Planning and Support Services				
PIAP Output:		Human resource management services strengthened				
Programme Intervention:		160605 Undertake financing and administration of programme services				
Indicator Name	Indicator Measure	Base Year	Base Level	FY2022/23		FY2023/24
				Target	Q1 Performance	Proposed
Salary paid by 28th of every month	Text	2021-22	438	Yes	433 staff paid salaries	438
PIAP Output:		Human resource Management strengthened				
Programme Intervention:		160605 Undertake financing and administration of programme services				
Indicator Name	Indicator Measure	Base Year	Base Level	FY2022/23		FY2023/24
				Target	Q1 Performance	Proposed
No. of best employees rewarded	Number	FY2020/21	10	20	0	8
No. of performance meetings on Performance Agreements & Plans organised	Number	FY2020/21	8	4	1	8
No. of officers facilitated to attend professional conferences	Number	FY2020/21	15	35	5	15
No. of Officers trained in accordance with the needs assessment report	Number	FY2020/21	10	0	0	10
Percentage of entitled persons whose gratuity is processed	Percentage	FY2020/21	100	435%	53.08%	100%
Percentage of performance agreements and plans for staff developed	Percentage	FY2020/21	100			100%
Percentage of performance assessment and reporting for staff conducted	Percentage	FY2020/21	100			100%
Percentage of staff whose salaries have been processed	Percentage	FY2020/21	100	435%	100%	100%
Percentage of staff medical claims refunded	Percentage	FY2020/21	100			100%
Budget Output:		000006 Planning and Budgeting services				

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Sub SubProgramme:	02 Policy, Planning and Support Services					
PIAP Output:	Planning and budgeting reporting undertaken					
Programme Intervention:	160601 Coordinate programme planning, budgeting, M&E and policy development					
Indicator Name	Indicator Measure	Base Year	Base Level	FY2022/23		FY2023/24
				Target	Q1 Performance	Proposed
BFP prepared by 15th November	Text	2021-22	1	Yes	Yes	1
Client satisfaction survey report produced	Text	2021-22	1	Yes	Yes	0
MPS prepared and submitted by 15th of March	Text	2021-22	1			1
No. of Finance Committee meetings organized	Number	FY2020/21	4	4	1	4
No. of quarterly Performance reports produced.	Number	2021-22	4	4	1	4
Number of budget consultative meetings undertaken	Number	2021-22	7	7	7	7
Number of M&E reports produced	Number	2021-22	4	4	1	4
Number of Monitoring and Evaluation activities undertaken	Number	2021-22	4	4	0	4
Number of performance reports developed and submitted	Number	2021-22	4	4	1	4
Number of performance reports prepared	Number	2021-22	4	4	1	4
Number of planning and budgeting reports prepared	Number	2021022	2	4	1	2
Number of Planning staff trained	Number	2021-22	0	6	0	6
Number of relevant policies reviewed/developed	Number	2021-22	2	4	0	2
Percentage achievement of performance targets	Percentage	2021-22	85	100%	25	85%
Quarterly Performance reports	Text	2021-2022	4	Yes	Yes	4
Vote BFP	Text	2021-22	1	Yes	Yes	1
PIAP Output:	Planning, budgeting reporting, Research and M&E undertaken					
Programme Intervention:	160601 Coordinate programme planning, budgeting, M&E and policy development					

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Sub SubProgramme:	02 Policy, Planning and Support Services					
PIAP Output:	Planning, budgeting reporting, Research and M&E undertaken					
Indicator Name	Indicator Measure	Base Year	Base Level	FY2022/23		FY2023/24
				Target	Q1 Performance	Proposed
BFP prepared and submitted by 15th November	Text	2021-22	1	Yes	Yes	1
Budget Output:	000007 Procurement and Disposal Services					
PIAP Output:	Procurement and Disposal services provided					
Programme Intervention:	160605 Undertake financing and administration of programme services					
Indicator Name	Indicator Measure	Base Year	Base Level	FY2022/23		FY2023/24
				Target	Q1 Performance	Proposed
Number of procurement and disposal reports produced	Number	FY 2020/21	4	4	1	4
Budget Output:	000010 Leadership and Management					
PIAP Output:	Finance and Administration managed					
Programme Intervention:	160605 Undertake financing and administration of programme services					
Indicator Name	Indicator Measure	Base Year	Base Level	FY2022/23		FY2023/24
				Target	Q1 Performance	Proposed
Funds disbursed to different units	Text	2021-2022		Yes	Yes	Funds disbursed to all departments/direct orates 100%
Budget Output:	000011 Communication and Public Relations					
PIAP Output:	Public Relations & Corporate Affairs enhanced					
Programme Intervention:	160605 Undertake financing and administration of programme services					

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Sub SubProgramme:		02 Policy, Planning and Support Services				
PIAP Output:		Public Relations & Corporate Affairs enhanced				
Indicator Name	Indicator Measure	Base Year	Base Level	FY2022/23		FY2023/24
				Target	Q1 Performance	Proposed
Number of awareness campaigns conducted	Number	FY2020/21	1	4	1	1
Budget Output:		000012 Legal advisory services				
PIAP Output:		Legal advisory services undertaken				
Programme Intervention:		160605 Undertake financing and administration of programme services				
Indicator Name	Indicator Measure	Base Year	Base Level	FY2022/23		FY2023/24
				Target	Q1 Performance	Proposed
Number of CV cases completed Number of Board Committee meetings held Number of Board Meetings held Number of CoPs handled	Number	FY2020/21	7137	5000	1192	3325
Project:		1667 Retooling the National Identification and Registration Authority				
Budget Output:		000003 Facilities and Equipment Management				
PIAP Output:		Office and residential furniture procured				
Programme Intervention:		160605 Undertake financing and administration of programme services				
Indicator Name	Indicator Measure	Base Year	Base Level	FY2022/23		FY2023/24
				Target	Q1 Performance	Proposed
Proportion of Office &Residentail Furniture and fittings purchased	Percentage	2020/21	70%	100%	0	50%
PIAP Output:		Purchase of office and ICT Equipment including software				
Programme Intervention:		160605 Undertake financing and administration of programme services				
Indicator Name	Indicator Measure	Base Year	Base Level	FY2022/23		FY2023/24
				Target	Q1 Performance	Proposed
Number of equipement procured	Number	2020/21				380

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Programme:	18 DEVELOPMENT PLAN IMPLEMENTATION					
Sub SubProgramme:	02 Policy, Planning and Support Services					
Department:	001 Finance & Administration services					
Budget Output:	000006 Planning and Budgeting services					
PIAP Output:	Effective and efficient birth and death registration services at district level.					
Programme Intervention:	180505 Enhance the compilation, management and use of Administrative data among the MDAs and LGs;					
Indicator Name	Indicator Measure	Base Year	Base Level	FY2022/23		FY2023/24
				Target	Q1 Performance	Proposed
Proportion of districts with effective and efficient birth and death registration services	Number	FY2021-22	76%			100%
PIAP Output:	Integrated identification system developed					
Programme Intervention:	180110 Fast track the implementation of the integrated identification solution linking taxation and service delivery (e-citizen).					
Indicator Name	Indicator Measure	Base Year	Base Level	FY2022/23		FY2023/24
				Target	Q1 Performance	Proposed
Functional Integrated identification system	Number	2021-22	1			1

V5: VOTE CROSS CUTTING ISSUES

i) Gender and Equity

OBJECTIVE	To mainstream Gender and Equity concerns in service delivery by being gender and equity responsive in budgeting, planning, implementation and reporting
Issue of Concern	The Authority is mandated to register all persons in the country. However, these persons need to clearly be identified in terms of men, women, location, elderly, children, persons with disabilities, those in hard-to-reach areas, etc
Planned Interventions	1) Registration in all 146 Local Governments 2) Registration of Special interest groups at village level (Persons with Disabilities, persons in confinement, elderly for SAGE, children born in war and learners in school for continuous assessments)
Budget Allocation (Billion)	779231377.887135

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Performance Indicators	1) Registration of 597,168 citizens (294,523 males & 302,645 females) 2) 8,800 elderly persons registered and issued with NID Cards 3) 25,000 persons in confinement registered and issued with NID Cards 4) 563,368 learners registered & issued with NINs
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ii) HIV/AIDS

OBJECTIVE	To mainstream HIV/AIDS issues in all programs and in service delivery.
Issue of Concern	Awareness, prevention, care and treatment of HIV/AIDS
Planned Interventions	1) Develop and operationalize the HIV/AIDS workplace based policy 2) Hold a medical camp where testing and counseling will be done 3) Commemorate World AIDs day 4) Provide medical insurance to staff
Budget Allocation (Billion)	23370000
Performance Indicators	1) Medical camp held 2) World AIDs Day commenced 3) 433 staff are under medical insurance 4) HIV/AIDS awareness messages disseminated

iii) Environment

OBJECTIVE	To create a conducive environment, efficient to ensure improved service delivery
Issue of Concern	Obsolete fragmented technologies hinder service delivery
Planned Interventions	1. Safe disposal of polycarbonate material & toners 2. Acquisition of adequate technologies to improve service delivery
Budget Allocation (Billion)	0
Performance Indicators	1) Number of systems developed 2) Percentage of polycarbonate material and toners disposed safely 3) Reduction in turn around time

iv) Covid

OBJECTIVE	To mitigate the impact of COVID-19 global pandemic in the workplace
Issue of Concern	The Authority is a client-based entity and staff interface with clients on daily. This exposes them to the infection of COVID 19
Planned Interventions	1) Observance of COVID 19 Standard Operating Procedures in all designated registration and issuance centres countrywide 2) Provision of sanitation materials in all district offices and assorted medical supplies (masks, face shields and sanitizers)
Budget Allocation (Billion)	235120000

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Performance Indicators	1) 2,500 sanitizers provided to staff 2) All NIRA offices provide with liquid soap 3) Frontline staff provided with face masks and face shields 4) 1,500 chlorine-based disinfectants provided to all NIRA offices
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